

Employee Assistance Coordinator

Department of Employee Relations

PURPOSE: The Employee Assistance Coordinator provides confidential help to city workers and families dealing with issues related to stress, depression, alcohol/drug abuse, gambling, domestic violence and related issues, and financial challenges. The position provides expert consultation, training and intervention and makes referrals for diagnosis, treatment and assistance. The Coordinator also facilitates crisis intervention both with individuals and within work units as necessary.

ESSENTIAL FUNCTIONS:

- Provide counseling, referral services and education to City of Milwaukee employees for the purpose of helping employees with work/life problems that affect work performance. The position handles employee self-referrals, formal referrals and DOT referrals and is responsible for conducting a comprehensive professional assessment of the client's needs and choosing the appropriate resources, referrals and educational materials and conducting client monitoring, follow-up, and quality assurance on cases.
- Design and facilitate training for City of Milwaukee employees and supervisors on EAP and related issues including key personnel training. Provide assessment/referral, training, monitoring and reporting for the Joint Labor/Management Early Intervention Program.
- Staff the City's Labor/Management EAP Steering Committee and identify and coordinate other labor/management opportunities to work together to address employee problems.
- Work with City agencies to facilitate critical incident stress debriefings and provide on-going consultation services to peer stress programs in the Milwaukee Police Department and the Fire Department.
- Perform EAP administrative functions including documenting all case activity, data collection, recordkeeping, report preparation.
- Design, coordinate and implement all program promotional materials including newsletters and other educational brochures.
- Build and maintain working relationships with key community stakeholders including healthcare providers to ensure effective and efficient referrals.
- Assist in developing, implementing, and coordinating other employee relations activities including but not limited to wellness initiatives, labor research and analysis, and recruitment.

Reasonable accommodations requested by qualified individuals with disabilities will be made in accordance with the Americans with Disabilities Act (ADA) of 1990.

MINIMUM REQUIREMENTS:

- Bachelor's Degree in Social Work from an accredited college or university.
- **NOTE:** Copies of transcripts should be submitted with application **-OR-** sent to the City of Milwaukee, Department of Employee Relations, ATTN: Michelle Stein, Human Resources Representative, 200 E Wells St, Rm 706, Milwaukee, WI 53202. (Student copies are acceptable.)
- Three years of related professional experience in counseling, social work or mental health services.
- Certification as a Certified Social Worker (CSW).
Equivalent combination of education and experience may be considered.
- Valid driver's license at time of appointment and throughout employment.
- Residence in the City of Milwaukee within six months of appointment and throughout employment.

DESIRABLE QUALIFICATIONS:

- Master's Degree in Social Work.
- Experience in an EAP setting.
- Certified Employee Assistance Professional (CEAP) certification, Substance Abuse Professional (SAP) certification, Certified Advanced Practice Social Worker (CAPSW), Certified Independent Social Worker (CSM), or Licensed Clinical Social Worker (LCSW) certification.

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER CHARACTERISTICS:

- Ability to provide counseling to employees and families for work/life problems.
- Ability to perform a needs-assessment and direct employees to the appropriate resources.
- Ability to develop and provide training to groups of employees, or managers.
- Ability to evaluate, analyze, and troubleshoot situations and provide effective intervention strategies.
- Ability to provide services in a culturally sensitive manner.
- Ability to diffuse high-tension or stressful situations.
- Ability to maintain confidentiality.
- Ability to establish collaborative working relationships with individuals at all levels of the organization including employees, policy makers, elected officials, managers and supervisors, and labor unions.
- Ability to work independently, identify priorities, manage multiple tasks, and change direction as necessary.
- Excellent communication and customer service skills.
- Excellent public speaking ability.
- Computer skills, including ability to use database, internet, and word processing software.

CURRENT SALARY (004): \$44,194 to \$61,871 annually with excellent benefits. Appointment is normally at the beginning of the pay range.

THE SELECTION PROCESS will be job related and will consist of one or more of the following: training and experience evaluation; written, oral or performance tests; or other assessment methods. The Department of Employee Relations reserves the right to call only the most qualified candidates to oral and performance examinations. Oral examinations may include written exercises. Selection process component weights will be determined by further analysis of the job. The examination will be held as soon as practical after **April 16, 2010**. Receipt of applications may be discontinued at any time after this date without prior notice, however, recruitment may continue until the needs of the City have been met. Qualified applicants will be notified by mail of the date, time and place of the examination.